This privacy policy sets out how Saffire Chocolates will protect any information that you give us when you use this website.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Saffire Chocolates may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 15th May 2023

What we collect

We may collect the following information:

Your name

You order history

Your contact email address

Your contact telephone number

What we do with the information we gather

We require this information in order to help with your future ordering and to contact you if you have made a bespoke order or if there is a delay or problem with your order.

What we will not do with the information we gather

We will not use your details to contact you with offers and promotions without your permission

We will not collect and collate any personal or demographic information such as postcode, preferences and interests

We will not use your personal information to send you promotional information without your permission

We will not pass or sell your information and details on to anyone else

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical and electronic procedures to safeguard and secure the information we collect on line and through sales.

Cookies and how we use them

A cookie is a small file which asks permission to be placed on your computer’s hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse general trends about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Our Cookies WILL NOT be used to identify any specific person or single characteristic.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Controlling your personal information

You may choose to restrict the collection or use of your personal information or remove consent for us to collect you name, order history and contact details. In this instance please contact us here.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please contact us here